

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CARTER COUNTY ENHANCED 911	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2006-00149
	)	
SOUTHEAST TELEPHONE, INC.	)	
and	)	
KENTUCKY ALLTEL, INC.	)	
	)	
DEFENDANTS	)	

ORDER TO SATISFY OR ANSWER

SouthEast Telephone, Inc. ("SouthEast") and Kentucky ALLTEL, Inc. ("ALLTEL") are hereby notified that they have been named as defendants in a formal complaint filed on April 7, 2006, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, SouthEast and ALLTEL are HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 10th day of April, 2006.

ATTEST:

By the Commission

  
Executive Director



Ernie Fletcher  
Governor

LaJuana S. Wilcher, Secretary  
Environmental and Public  
Protection Cabinet

Christopher L. Lilly  
Commissioner  
Department of Public Protection

Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
[psc.ky.gov](http://psc.ky.gov)

Mark David Goss  
Chairman

Teresa J. Hill  
Vice Chairman

Gregory Coker  
Commissioner

April 7, 2006

SouthEast Telephone, Inc.  
Darrell Maynard  
106 Power Drive  
P.O. Box 1001  
Pikeville, KY 41502-1001

Carter County e911  
Tom Thompson  
315 W. Second Street  
Grayson, KY 41143

Alltel  
Enoch Morris  
2000 Highland Road  
Twinsburg, OH 44087

Gentlemen:

*Case No. 7006-00149*

This letter is to document the involvement that I have had with each of you regarding problems with 911 updates from SouthEast Telephone, via Alltel.

On March 16, 2006, I received a call from Tom Thompson with the Carter County Kentucky e911. He explained to me that Alltel provides daily updates to the 911 database. He explained that there has been a problem getting the updates of SouthEast Telephone customers for the past 6 months. Tom had been in contact with Oma Miller of SouthEast Telephone regarding a customer that had called 911 and services were dispatched to an incorrect address. Later that day I contacted Wes Maynard of SouthEast Telephone to discuss the problem with him. He checked with other SouthEast Telephone staff and called me back later that day. Wes gave me the name of Enoch Morris, who is the contact person with Alltel who deals with the 911 updates. I talked with Enoch Morris the next day and he explained to me that they have

Darrell Maynard  
Tom Thompson  
Enoch Morris  
April 7, 2006  
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been working with SouthEast Telephone. There has been a problem getting the records from SouthEast Telephone in the proper format that allows Alltel to validate the records. Later that day I called Tom Thompson to inform him of my calls to SouthEast Telephone and Alltel.

On March 21, 2006, I received a call from Wes Maynard informing me that they have fixed the problem between SouthEast and Alltel so that files sent from SouthEast Telephone are accepted and readable to Alltel and that there will be an updated file sent on March 22, 2006.

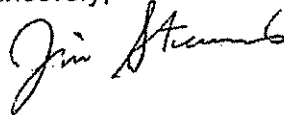
On April 4, 2006, I received a call from Tom Thompson informing me that there were still errors in the 911 database for SouthEast Telephone customers. He gave me the name and number of Lina Spillman and her correct address and the address that shows up in the 911 system. Later that day I talked with Wes Maynard and informed him of the call from Tom Thompson and gave him the information about the incorrect record.

On April 6, 2006, I received a call from Tom Thompson, he was inquiring again if I had made any progress. At that time I had not heard back from SouthEast Telephone. Tom told me that he had discussed this matter with the County Attorney and they were planning on sending letters to SouthEast Telephone and Alltel concerning this situation. Later that day I received a call back from Wes Maynard. He informed me that SouthEast Telephone and Alltel had worked together to institute a process between the companies to make daily updates to the 911 database. He informed me that he thought that on a going forward basis all record updates should be going through the system correctly. However, there may be problems with past updates that were sent prior to fixing the problem. He informed me that SouthEast Telephone is working on a solution to verify that all records in the 911 database from SouthEast Telephone are correct. He also told me that they had sent in a correction for the error in Ms. Spillman's record. In our conversation he also asked me to write this letter to Darrell Maynard to document all that had transpired from our conversations over the past few weeks. Later that day I called Tom Thompson back to inform him of my conversation with Wes Maynard. I also had him check to see if the record of Ms. Spillman was corrected and he said that it was not. I also informed him that if he knew of any records that were incorrect to inform SouthEast Telephone and updates will be submitted. He said that he knew of three that were incorrect.

Darrell Maynard  
Tom Thompson  
Enoch Morris  
April 7, 2006  
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The information contained in this letter is not intended to be a transcript or official record, but is a summarization of the telephone calls that I have had with each party to the best of my recollection and notes that I have taken. Please feel free to contact me if I can help facilitate any solution to this problem and keep me informed of the progress of the resolution.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jim Stevens".

Jim Stevens  
Branch Manager, Telecommunications



## COMMONWEALTH OF KENTUCKY

Michael B. Fox  
County Attorney

Office of the Carter County Attorney

County Courthouse  
Second Floor Room 218  
Grayson, Kentucky 41143  
Phone: 606-474-5081  
Fax: 606-474-0235

April 6, 2006

RECEIVED

APR 1 2006

FINANCIAL ANA

RECEIVED

APR - 7 2006

PUBLIC SERVICE  
COMMISSION

Ms. Oma Miller, Manager  
SouthEast Telephone  
106 Power Drive  
Pikeville, KY 41501

Via Certified Mail

Re: Carter County Enhanced 911 Services

*Case No. 2006-00149*

Dear Ms. Miller:

Since 1995 Carter County has operated its Enhanced 911 Emergency Telephone Service with little or no difficulties. Unfortunately this long history of successful operation has been recently compromised due to a lack of diligence or accuracy by service providers in providing complete and timely information regarding service customers.

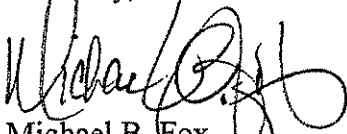
It is my understanding that your company, Southeast Telephone, recently acquired the right to provide service to customers in Carter County, Kentucky from Alltel, Inc. Our long standing agreement with Alltel and its predecessors (Verizon and GTE) requires that Carter County be provided customer information within 24 hours. This is not currently being accomplished. When Tom Thompson, Director of Carter County E911, first became aware of this issue he contacted Alltel, Inc., and eventually was put in contact with your office. When no progress was made Mr. Thompson contacted the Public Service Commission seeking assistance in correcting this problem. Mr. Jim Stevens has attempted to assist us in correcting this issue, but advises us that you have not cooperated with him in accomplishing the needed remedies.

I will state this plainly - LIVES ARE AT RISK. We have already experienced situations where customers have dialed 911 and incorrect data was relied upon by dispatchers in sending aid to the callers. Help was sent to the wrong address because Carter County did not have current, accurate information in its database. Please consider this correspondence a demand that corrective action be taken immediately. A copy of this letter is being sent to Alltel, Inc. representatives, and if Alltel, Inc. has duties or responsibilities to correct this issue then Carter County demands that it fulfill its obligations. Finally, a copy of this correspondence is also being forwarded to the Public Service Commission with the direction that the information contained above be considered and processed as a formal complaint regarding the handling of this matter and the failure to timely correct these issues.

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Carter County fully expects these issues to be resolved immediately. Our fear is that failure to do so will place individuals at great risk of not receiving emergency services in a timely manner and that lives will be lost. Please take responsibility for this situation and correct it now.

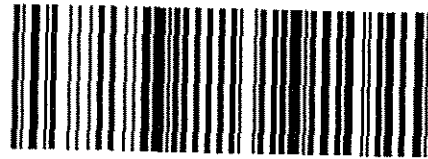
Sincerely,

A handwritten signature in black ink, appearing to read "Michael B. Fox", with a large, stylized flourish at the end.

Michael B. Fox  
Carter County Attorney

cc: Via Certified Mail  
Linda Keyon, Alltel, Inc.  
Jim Stevens, Public Service Commission

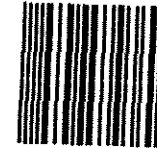
OFFICE OF THE CARTER COUNTY ATTORNEY  
300 W. MAIN ST. ROOM 218  
GRAYSON, KENTUCKY 41143



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**RECEIVED**

Mr. Jim Stevens  
Public Service Commission  
211 Sower Blvd.  
Frankfort, KY 40601

APR - 7 2006  
PUBLIC SERVICE  
COMMISSION

**RETURN RECEIPT  
REQUESTED**

40601+B294-11 R013

